

IMAC Training And Technical Assistance – Meeting Minutes – August 16, 2005

Members Present: Deanna Tessman; Margaret Romans; Bonnie DeBauche (for Jenny Hoffman); Theresa Fosbinder; Tricia Bless; Julie Loebel; Pam Lohaus; Jacquie Coutant

Check-in, Updates, Announcements – The membership list has once again changed. Stacia Jankowski, Staci Wanty, and Kevin Raines will no longer be part of this committee. Theresa will get a new membership list out. We will continue to have these meetings monthly.

Theresa will be doing a TATA update at the big IMAC this month.

CWW Update – How's It Going?; Recent Changes; Future Changes

What is the average length of time to do training?

Brown – Lab; set aside 3 days with 4 ½ hours each day.

Statewide – Average time is 6 hours (both CR and AE).

Dane (Pilot) – Gave them option of doing alone or in a lab setting. Workers had to submit a plan to their supervisor indicating how they were going to do the training and when they would have it done. Workers had a go-to person that knows CWW very well.

Brown – The System and Process Help are very valuable. It was suggested members contact Jenny Hoffman to find out if there are any other tools Brown uses besides Process/System Help.

Milwaukee – Will be doing an extra ½ day of training on topics like household comp. and the Dynalist. Jacquie has a concern with relevancy and how to train that (when they become relevant later).

Questions from Jefferson County (Deanna)

CR – Intake workers are not used to doing clearance - this is causing a lot of extra PINS

1. Have these workers take the training (Jefferson was in pilot 1 and did not go through the training). It is likely that they don't realize the match percentage changes.
2. Call the call center if there are still issues or questions or PINS to smash.

Program Requests – Workers were always told they had to do a review when client was requesting an additional program. With CWW (per Process Help) you don't need to go through the whole review as it takes you through a mini review driver (concern is this will cause different review dates for different programs). This is now in the process help although it was not before.

IT survey - Bob Martin is in the process of posting data on memory, connectivity, process, and tracking issues that is listed by county.

AP Screen Issues – If worker puts in claimed father with paternity established, then CWW won't allow this father as an absent parent. Theresa asked Deanna if she can write this up and send it in.

Brown has the concern that once they go live the workers will do updates in the MF because it's faster vs. transitioning cases and working in CWW. A Best Practice would be if they touch a case they would then have to transition it.

CWW Training Update – Tricia

63% took training in 6 hrs. or less

38 % in 4 hours or less

4% took it in 6 – 12 hrs.

All labs, so far, have been cancelled; everyone has passed the assessment within two attempts.

Progress of training (by county):

West – 70 % Done

North – 50 % Done

East – 0 % of counties have finished

It'll be important to watch how the workers progress with CWW in the next few months. We have to watch for 'holes'. It's important that workers use all the tools that are available to them.

Best Practices:

- Pull out the Process Helps (higher level in error prone areas) and go through them at Unit meeting.
- Supervisors are emailed weekly with problem areas or where work -arounds are needed.
- Each worker is given a one hour time slot in a given month to work with agency trainer.
- Each worker must transition a certain amount of cases weekly so it won't be such a huge workload issue at the end, plus it keeps them working in CWW. This also tells which workers need extra refresher training.

Discussion that some still find it easier to look things up in the MF vs. trying to find pages in CWW which takes too long.

Training Question – is the State writing ECF into Process Help. Earned Income would be the most critical area for this, but there are other areas. This could be challenging as counties are not mandated to implement ECF at this time.

A. There will be a separate guide for ECF. Counties will be able to determine when they are ready to go up on ECDF and then use this guide for assistance. Also the earned income process help was just revised and released.

DHFS Workplan Review

Theresa described that the Bureau has a workplan that includes everything from systems, to policy, to contract information.

There is also an at-a-glance view of the overall systems workplan (“CARES Enterprise Roadmap for the Remainder of FY ’06” (calendar).

Theresa distributed the “CARES & Other Systems Projects Implementation Schedule as of 8/10/05 “along with “CARES Enterprise Roadmap for the Remainder of FY ’06” (calendar). See Attachments.

The training workplan tracks directly to the bureau workplan, and training activities are reflected on the “CARES & Other Systems Projects Implementation Schedule as of 8/10/05 “ and the “CARES Enterprise Roadmap for the Remainder of FY ’06” calendar.

The following are the monthly big initiatives:

Sept – ACCESS Query

Theresa explained that this will be implemented by the end of Sept. 05. This is being called “Check My Benefits”. The customer will have to set up their account in order to check benefits. There will not be a worker view until the customer has set up their account. We don’t know if there will be reports on who set up their account.

Oct – Eliminate MA Grace Month

They may be breaking apart the Pre-printed Review Form portion of this initiative which would then be closer to December to be implemented.

Nov – CWW 1.4

This will include large enhancements.

MA Asset Assessment – TF is wondering how to market the training (which will occur) as there have been many problems with assets.

What would we like to see happen and how do we train it?

Make some fixes. Then train the policy along with systems as it will give a greater understanding of how the system works.

Theresa asked members to ask their workers that work with this policy the following question:

“What issues would workers see with putting the asset process on the web but not changing it in any way?”

Jan 06 – Addition of CWW Non-Core Users Begins

There will be communication on how to get their ID and ‘this is how you use it’. There also has to be awareness to the IM agencies so they can get the word out to the agencies they work with before this rolls out.

Spring 06

ACCESS 3.1 - On-line applications.

CWW 2.0 – Mail-in applications.

May 06

CWW 2.1 – MF eligibility screens will be moved to CWW along with SeniorCare applications and renewals.

ACCESS 3.2 – Reporting changes on-line.

Training Workplan

Tricia highlighted some of the workplan:

Most of the big initiatives above are on this workplan.

- We have published the revised CWW training materials.
- We will be starting this week with training Milwaukee county workers.
- Bottom of page 1 – Using CWW resources successfully is a marketing plan.
- NW Training – Editing materials to include CWW and will be available by end of August.

- Looking at using an assessment with NW's.
- Data Exchange Curriculum revision.
- Milwaukee specific training.
- Self-employment training – Clarifications and modifications to policy along with refresher training.
- Long-term Care training – looking at development for use with both new and experienced workers. It also needs to be more process focused than in the past.
- **New Worker - Updates (also agenda item)**
NW materials will no longer be on a separate website but within PTS.
Registration and ITP's through completion will be on PTS. The plan is to have this moved by the end of 05.
- ACCESS
- Pathlore Upgrade – Update PTS Learning Center
- Unscheduled – are things that we would like to do but aren't prioritized at the time or aren't even on the Bureau's workplan.

This group would like to see some of the things that are on the 'unscheduled' lines have higher priority.

Other discussion:

MA program refresher training will be needed as we are going to start to be measured (MA QA).

Workload Management training (generic name) is also really needed; need to have a good marketing name for this type of training.

Will we be able to pull end of year training reports from PTS once everything is moved to PTS?

Non-core audiences; who are they and what are we going to tell them regarding their use of CWW?

Could we have a trainer's networking day between state, contracted and agency training staff ?

September Agenda Items:

- Walk-through of the Eligibility pages (AQ screens).
- Implementation of ACCESS query. Janet Even will be at this meeting.

Future Agenda Items:

- Research/discuss the use of an assessment for New Workers.
- Self-employment processes in CWW vs. the MF.
- Workload Saturation/ Workload Management with future initiatives.
- Worker performance down the road, especially with CWW.
- ACCESS and Long-Term Care curriculum redesign.

Next meeting:
Tuesday September 20
9-3
Fen Oak Madison